

- ii. For all reports, 15 calendar days from the date of discovery by the MCO or date of written notification by MLTC (whichever is earlier). MLTC may at its discretion extend the due date if an acceptable plan of correction has been submitted and the MCO can demonstrate to MLTC's satisfaction that the problem cannot be corrected in 15 calendar days.
- b. Failure of the MCO to respond within these timeframes may result in penalties per Section IV V Contract Non-Compliance..

10. Reporting Dashboard

- a. The MCO must work with MLTC to develop a reporting dashboard. The purpose of this dashboard is to provide MCO and MLTC leadership with easily accessible MCO results related to access to and quality of care, as well as program cost-effectiveness. Access to this dashboard will be determined in consultation with MLTC. The dashboard must be operational within six months after the contract start date. The dashboard will augment, but not replace, other reporting templates required by MLTC. At its sole discretion, MLTC may determine that reports generated by this dashboard are sufficient and may no longer require the MCO to complete similar or other reports. Dashboards must be updated within the timelines specified by MLTC. The reporting dashboard must include, at a minimum, statistics related to:
 - i. Member enrollment.
 - ii. Call center statistics.
 - iii. Status of credentialing applications.
 - iv. Performance measures.
 - v. Care management.
 - vi. Pending grievances and appeals.
 - vii. Pending claims.
 - viii. Financial status.
 - ix. Any other issues as identified by MLTC.
- b. MLTC reserves the right to require MCO participation in an alternative reporting and dashboard system at its discretion.

U. CONTRACT MONITORING

1. MCO Policies and Procedures

MLTC will provide the MCO with updates to attachments; other information; interpretation of all pertinent State and/or Federal Medicaid regulations; and, MCO policies, procedures, and guidelines affecting the provision of services under this contract. The MCO will submit written requests to MLTC for additional clarification, interpretation, or other information, as appropriate. Provision of this information does not relieve the MCO of its obligation to keep informed of applicable State and Federal laws related to its obligations under this contract.

2. Operational Reviews

- a. In accordance with CMS requirements (42 CFR 438.204), MLTC, or its designee, will conduct periodic operational reviews to ensure program compliance and identify best practices. The reviews will identify and make recommendations for areas of improvement, monitor the MCO's progress towards implementing mandated programs or operational enhancements, and provide the MCO with technical assistance when necessary. The type and duration of the review will be solely at MLTC's discretion.